



S/N 09/540,502

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Thomas G. Brewer et al.

Examiner: Nguyen, Phuoc H

Serial No.: 09/540,502

Group Art Unit: 2143

Filed: March 31, 2000

Docket No.: NCR 8374 (1592.019US1)

Title: CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER  
INTERACTIONS

PRELIMINARY AMENDMENT

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Technology Center 2100

Applicant has reviewed the Advisory Action mailed on November 10, 2003.  
IN response thereto, Applicant is filing a Request for Continued Examination (RCE)  
along with the attached preliminary amendments. Accordingly, please amend the  
above-identified patent application as follows.